Providence St. Joseph Health

Discharge Planning for Homeless Patients

Melissa Ramirez, LCSW, CT, ACM | April 16, 2019

Overview

- According to the 2017 Annual Homeless Assessment Report to Congress prepared by the Department of Housing and Urban Development, California's total homeless population was 134,278; about a quarter of the nation’s total.
- Media reports have surfaced alleging that homeless patients were being discharged from hospitals in unsafe conditions, but because of strict privacy laws, hospitals are unable to respond to these reports. Senator Ed Hernandez introduced SB 1152 in February 2018, in response to the reports of patient “dumping”.
- The original bill was extremely burdensome on hospitals, however with the support of the California Hospital Association, the bill was revised and became effective January 1, 2019.

Providence St. Joseph Health

Providence St. Joseph Health, is a national, Catholic, not-for-profit health system. We are rooted in the founding missions of the Sisters of Providence and the Sisters of St. Joseph of Orange, courageous women ahead of their time who brought healthcare and other social services to the American West when it was still a rugged, untamed frontier, we share a singular commitment to improve the health of all.

Today we offer a comprehensive range of services across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington. With 119,000 caregivers, serving in 51 hospitals and over 800 medical clinics, we are committed to our more than 100 year tradition of serving the poor and vulnerable.

St. Joseph Hospital

- Founded in 1929, St. Joseph Hospital has become one of the largest and busiest hospitals in Orange County.
- Magnet designated hospital, three times
- 425 licensed beds
- Busiest Emergency Department in Orange County, second busiest ER in California serving more than 101,000 patients last year
- We welcome nearly 5,000 newborns each year
- Centers of Excellence for: Behavioral Health, Bariatric Surgery, Cancer, Heart and Vascular, Kidney Transplant, Maternity, Nasal and Sinus, and Orthopedics

SB 1152

- Two part law. First part went into effect 1/1/19, second part goes into effect 7/1/19.
- Requires all California hospitals to comply with the same discharge planning requirements.
- Applies to all patients cared for in any acute care hospital (including critical access hospitals) and acute psychiatric hospitals.
- The discharge could be from the Emergency Department, inpatient setting or from an ambulatory surgery center within the hospital
- Must be followed for all homeless discharges 24/7.
- Ensures that all homeless patients have received a minimum level of assistance for their transition back into the community.
- Requires that ALL patients be assessed for homelessness

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Definition of homelessness

A “homeless patient” is defined in the law as an individual who:

1. Lacks a fixed and regular nighttime residence, or
2. Has a primary nighttime residence that is a supervised publicly or privately operated shelter designed to provide temporary living accommodations, or
3. Is residing in a public or private place that was not designed to provide temporary living accommodations or to be used as a sleeping accommodation for human beings.

Examples include:

Living in a car or RV, even if parked in the same spot every night.

Living in a domestic violence shelter or sober living center

Living in a tent on a sidewalk

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Required Components

1. All hospitals discharge planning policy must include a homeless patient discharge planning component.
2. All patients must be assessed for homelessness.
3. All information must be provided in a culturally competent manner and in a language the patient understands.
4. An individualized discharge plan must be created guided by the best interests of the patient, his/her physical and mental condition and his/her preferences for placement post discharge.
5. Must identify a post discharge destination that the patient agrees to go to and must document the name of the person who accepted the patient.
6. A physician examination and determination of stability for discharge
7. Referral for follow up care, medical and/or behavioral health care
8. A meal prior to discharge
9. Weather appropriate clothing

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10. Discharge medications or prescription. If the hospital has an onsite pharmacy licensed and staffed to dispense outpatient medication, an appropriate supply of all necessary medication must be provided to the patient, not just the prescription.
11. Offer a screening for infectious disease common to the region as determined by the local health department or refer the patient to another location for such screening.
12. Offer vaccinations appropriate to their presenting medical condition
13. Offer transportation to his/her post discharge destination, if that destination is within 30 minutes or 30 miles of the hospital.
14. Help enroll in affordable health coverage.

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Our Approach

A homeless task force was created across all of PSJH's California ministries, which included frontline caregivers and leadership from:

- Case Management
- Social Services
- Emergency room
- Behavioral Health
- Pharmacy
- Risk Management
- Quality Management
- Clinical Informatics (IT)
- Registration

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Task Force Responsibilities & Efforts

Since the task force is responsible for ensuring the hospitals compliance, education, and workflow needs, the following was designed and implemented:

1. Created a standard policy that each ministry adopted
2. Created a regional subgroup to discuss purchasing power for clothing
3. Develop homeless discharge plan form
4. Develop query for homeless identification in EMR
5. Develop education for all caregivers & physicians
6. Attend nursing daily huddles to support and answer questions

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Health Determinant	Elements Addressed in Homeless Patient Protocol/ Plan for Discharge	Documentation
Medications	☐ Onsite outpatient pharmacy offered and provided medications, as determined by MD ☐ No onsite outpatient pharmacy available, prescription provided ☐ Patient offered medications but refused ☐ Medications not prescribed	☐ as documented in "elements section" ☐ as documented in EMR
Infectious Disease	☐ Patient screened for infectious diseases ☐ Patient offered infectious disease screening but refused ☐ Patient was referred for infectious disease screening to:	☐ as documented in "elements section" ☐ as documented in EMR
Vaccinations	☐ Patient offered and given vaccination(s) ☐ Patient offered vaccination(s) but refused ☐ No vaccination(s) ordered	☐ as documented in "elements section" ☐ as documented in EMR
Food/Meal	☐ Offered and provided ☐ Offered, but patient refused ☐ Medically contraindicated	☐ as documented in "elements section" ☐ as documented in EMR
Clothing	☐ Wristband removed ☐ Clothing is weather appropriate ☐ Clothing inadequate, weather appropriate offered but refused ☐ Clothing is inadequate, weather appropriate clothing offered and provided	☐ as documented in "elements section" ☐ as documented in EMR
Continuity of Care – Behavioral Health	☐ Follow-up behavioral health care is not needed ☐ Resources provided Appointment made: Provider: _____ Phone #_____ Date/Time_____	☐ as documented in "elements section" ☐ as documented in EMR
Continuity of Care – Medical Health	☐ Follow-up care is not medically necessary ☐ Resources provided Appointment made: Provider: _____ Phone #_____ Date/Time_____	☐ as documented in "elements section" ☐ as documented in EMR
Discharge Destination	Discharge destination: _____ Name of person who agreed to accept the patient: _____ ☐ Patient declines to state where he/she will go after discharge	☐ as documented in "elements section" ☐ as documented in EMR
Transportation	☐ Taxi ☐ Bus Pass ☐ Declined ☐ Other/Comment:	☐ as documented in "elements section" ☐ as documented in EMR
I have been involved in my plan and understand it:	Patient Signature: _____ Date/Time:_____ ☐ Patient refused to sign Staff Signature: _____ Date/Time:_____	

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DI-MT

HOMELESS PATIENT PROTOCOL/ PLAN FOR DISCHARGE FORM

PATIENT ID

7010-0175 (1/3/19)

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Living Situation	☐ Environmental Issues	☐ Lives In A ICF/NH	☐ Lives With Spouse
	☐ Foster/Board & Care	☐ Lives In A Shelter	☐ Lives With Family
	☐ Homeless	☐ Lives In A SNF	☐ Rents A Room
	☐ Lives In A Sober Living	☐ Lives W/Significant Other	☐ Residential Treatment Ctr
	☐ Lives Alone		
	Homeless = staying with others, in a hotel, in a shelter, living outside on the street, on a beach, in a car, or in a park		

Challenges and Lessons Learned

- It takes a village
- Buy in from ALL stakeholders is key
- Homeless advocacy groups should have been pulled into the conversation earlier
- A lot of miscommunication in and out of the hospital
- Clothing is expensive
- Communication is key to success

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July 2019

By 7/1/19, all hospitals must implement a written plan for coordinating services and referrals for homeless patients with the county behavioral health agency, health care and social services agencies in the region, other health care providers and nonprofit social services providers to assist with ensuring appropriate homeless patient discharges.

The plan must be updated annually and must include:

1. A list of local shelters including
    a. Hours of operation
    b. Admission procedures and requirement
    c. Population served

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July 2019 (continued)

- 2. The hospital's procedure for homeless patient discharge referral to shelter, medical and behavior health care

  3. Training protocols for discharge planning staff

  4. Each hospital is required to maintain a log of homeless patients discharged and the destination to which they were released. Must also maintain evidence of completion of the homeless patient discharge protocol in the log or in the patients medical record.

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DOMESTIC VIOLENCE RESOURCES

Women's Transitional Living Center

Phone: 877-531-5522
Wtlc.org

Offers emergency shelter or emergency relocation services, personal empowerment program and counseling for survivors

Human Options

Phone: 877-854-3594
Humanoptions.org

Offers emergency safety house, crisis intervention, counseling, legal advocacy, support and education, and parenting classes for survivors

Interval House

Phone: 714-891-8121
www.intervalhouse.org

Provides emergency shelter, transitional housing, rapid rehousing, support and education for survivors

Laura's House

Phone: 866-498-1511
www.laurashouse.org

Emergency shelter, legal advocacy, therapeutic counseling, education and supportive services to survivors.

LEGAL SERVICES

Orange County Bar Association

Phone: 949-440-6747

Hours: MON – FRI 8:30 AM – 5 PM

Affordable legal assistance, lawyer referral and information service

Legal Aid Society of Orange County

250 E. Center Street
Anaheim, CA 92805
Phone: 714-571-5200

EMERGENCY SHELTER INDIVIDUALS

Bridges at Kraemer Place

For more information visit:
Mercyhouse.net/portfolios/bridges-at-kraemer-place/

24-hour emergency shelter facility that primarily focuses in assisting program participants in creating a housing plan.

Hospitality House

818 E. Third Street,
Santa Ana, CA 92701
Phone: 714-542-9576
www.salvationarmyoc.org

Intake Hours: MON – SUN 3:30 PM

Emergency shelter for men and supportive services. Stay is up to 21 nights and guest must wait 45 days to re-enter.

Courtyard Transitional Center

400 W. Santa Ana Blvd.
Santa Ana, CA 92701

Low threshold, low barrier emergency shelter with 400 beds. Provides a safe and secure environment for those seeking respite from streets.

EMERGENCY SHELTER FAMILIES

Pathways of Hope

Phone: 714-680-3691
Email: info@pathwaysofhope.us

Intake Hours: MON – FRI 9 AM – 5 PM

Provides emergency shelter for adults with at least one minor child. Services include case management, life skills classes, counseling, and assistance with other essentials as needed

HomeAid Family Care Center

Phone: 714-263-1449

Hours: MON, WED, SAT 3 PM – 6 PM

HELP & EMERGENCY HOTLINES

Adult Protective Services	800-451-5155
Alcoholics Anonymous	714-773-4357
Child Abuse Registry	800-207-4464
Domestic Violence – National	800-799-7233
Fair Housing Foundation	800-446-3247
Narcotics Anonymous	800-333-3610 714-590-2388
National Sexual Assault Hotline	800-656-4673
OC Health Care Agency Crisis Assessment Team	866-830-6011
OC Health Care Agency Crisis Stabilization Unit	714-834-6900
OC Health Care Agency OCLINKS Behavioral Health Services Information and Referral Line 855-OC-LINKS/625-4657	
OC Health Care Agency Warmline	877-910-9276
Suicide Prevention Hotline	877-727-4747
Trevor Project: Suicide Prevention for LGBT 866-488-7386	
2-1-1 Orange County	211 or 888-600-4357

Pocket Guide

Resource Directory for North Service Planning Area

North SPA includes: Anaheim, Brea, Buena Park, Cypress, Fullerton, La Habra, La Palma, Los Alamitos, Orange, Placentia, Rossmoor, Stanton, Villa Park, and Yorba Linda

PUBLIC AGENCIES

Social Services Agency – CalFresh, MediCal, CalWORKs

3320 East La Palma,
Anaheim, CA 92806
Phone: 714-541-4895
www.mybenefitscalwin.org

Hours: MON – FRI 7 AM – 5 PM

Social Services Agency – General Relief

2020 West Walnut Street
Santa Ana, CA 92703
Phone: 714-834-8899
ssa.ocgov.com/calfresh/apply/general

Hours: MON – FRI 7 AM – 5 PM

Social Security Administration

Anaheim Office
900 S. Harbor Blvd.
Anaheim, CA 92805
Phone: 866-657-3133

Brea Office
3230 E. Imperial Hwy, Suite 150
Brea, CA 92821
Phone: 866-593-2757

Hours: MON, TUE, THURS, FRI 9 AM – 4 PM
WED 9 AM – 12 PM

EMPLOYMENT SERVICES

One-Stop Center

6281 Beach Boulevard, Suite 333
Buena Park, CA 90621
Phone: 714-562-9200
www.oconestop.com

Hours: MON – FRI 8 AM – 5 PM

Provides individualized job search assistance and career services.

California State Employment

COMMUNITY HEALTH CLINICS

North Orange County Regional Health Foundation Medical Clinic

901 W. Orangethorpe Avenue
Fullerton, CA 92832
Phone: 714-441-0411
www.nocrhf.org

Hours: MON, TUE, THU, FRI 9 AM – 6 PM
WED 9 AM – 5:30 PM
SAT 8 AM – 4:30 PM

Provides preventative and primary health care services.

UCI Medical Center – Medical Clinic

300 W. Carl Karcher Way
Anaheim, CA 92801
Phone: 657-828-6356
New Patient Line: 888-456-7002

Hours: MON – FRI 8 AM – 5 PM

Provides primary care services including pharmacy and laboratory services.

BEHAVIORAL HEALTH SERVICES

OC Health Care Agency Outreach & Engagement

Phone: 800-364-2221

Reaches out to individuals who are at-risk or struggling with homelessness, mental health and/or substance use problem

OC Health Care Agency Mental Health & Substance Use Disorder Services

2035 E. Ball Road, Suite 200
Anaheim CA 92806
Phone: 714-517-6300

Hours: MON – THURS 8 AM – 6 PM
FRI 8 AM – 5 PM

SOUP KITCHENS & FOOD PANTRIES

The Storehouse

1001 E. Lincoln Ave
Orange, CA 92865
Phone: 714-998-3181

Hot Meal: THURS 5:30 PM – 6:30 PM
Food Pantry: MON – WED, FRI 3 PM – 4 PM

Mary's Kitchen

517 W. Struck Avenue
Orange, CA 92867

Breakfast: MON – SAT 9 AM – 10 AM
Lunch: MON – SAT 12:45PM – 2 PM

Provides a hot meal and also offer the use of showers, washing machines, and address for mail delivery.

Pathways of Hope Food Pantry

611 S. Ford Avenue
Fullerton, CA 92832
Phone: 714-680-3691 ext. 220

Hours: MON – FRI 1 PM – 4 PM
SAT 9 AM – 12 PM

Clients can select food items from what is available.

First Lutheran Church

215 N. Lemon Street
Fullerton, CA 92832
Phone: 714-871-7820

Hot Meal: TUE 5:30 PM – 7:30 PM
Food Pantry: WED 10 AM – 12 PM

Provides hot meals, perishable and nonperishable groceries. Provides clothing, blankets, and personal hygiene items when available.

HIS Picnic

951 N. Idaho Street
La Habra, CA 90631
Phone: 562-691-3296

VETERAN SERVICES

OC Health Care Agency OC4Vets

1300 S. Grand Ave., Building B,
Santa Ana, CA 92705
Phone: 714-480-6476

Hours: MON – FRI 8 AM – 5 PM

Services are aimed at assisting military veterans and their families become aware of and to access needed community and behavioral health services.

Veterans Service Office

1300 S. Grand Avenue, Building B, 2nd Floor, Santa Ana, CA 92705
Phone: 714-480-6555

Hours: MON, WED – FRI 8 AM – 4 PM
TUE 9:30 AM – 4 PM

Provides assistance to veterans and their dependents or survivors in obtaining benefits from the VA.

VA Community Resource and Referral Center

888 W. Santa Ana Blvd., Suite 150
Santa Ana CA 92701
Phone: 844-838-8300

Hours: MON – FRI 8 AM – 4 PM

Provides homeless veterans assistance with house placement and accessing VA healthcare and benefits

Volunteers of America

2100 N. Broadway, Suite 300
Santa Ana, CA 92705
Phone: 714-426-9834
Phone: 949-486-8525

Hours: MON – FRI 8 AM – 4:30 PM

Offers financial and supportive services to veterans who are without housing or at risk of homelessness including rental assistance, case management, and financial planning. Offers peer-to-peer support to

Planning for July

- Ensure representation at all HASC/WPC committee meetings
- Work with IT to ensure a report can be built to pull required data for the log
- Prepare language to update the policy
- Prepare an annual competency for all caregivers
- Continue to partner with community social service agencies to ensure effective transition planning/coordination
- Continue monthly California hospital meetings to share best practices
- Educate all Care Management leaders throughout the enterprise

Contact

Melissa Ramirez, MSW, LCSW, CT, ACM
Director, Case Management & Social Services
1100 W. Stewart Drive
Orange, CA 92868
T: (714) 771-8115
Melissa.Ramirez@stjoe.org

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